

UNIFIED SERVICES ENTITLEMENT ARCHITECTURE

ABSTRACT OF THE DISCLOSURE

[47] A system, method and apparatus for determining a support entitlement level are
5 provided. A product support request is received from a customer. A technical support
identification (TSID) is also received from the customer. The TSID is validated and
classified. The TSID may be classified into at least one of several classifications. One of
the classifications is a contract classification. At least one of several support levels are
assigned to the classified TSID. The assigned support level corresponds to the TSID
10 classification. The TSID is received, validated, classified and the support level assigned
before a product support agent is notified of the product support request. Then the
assigned support level is delivered.